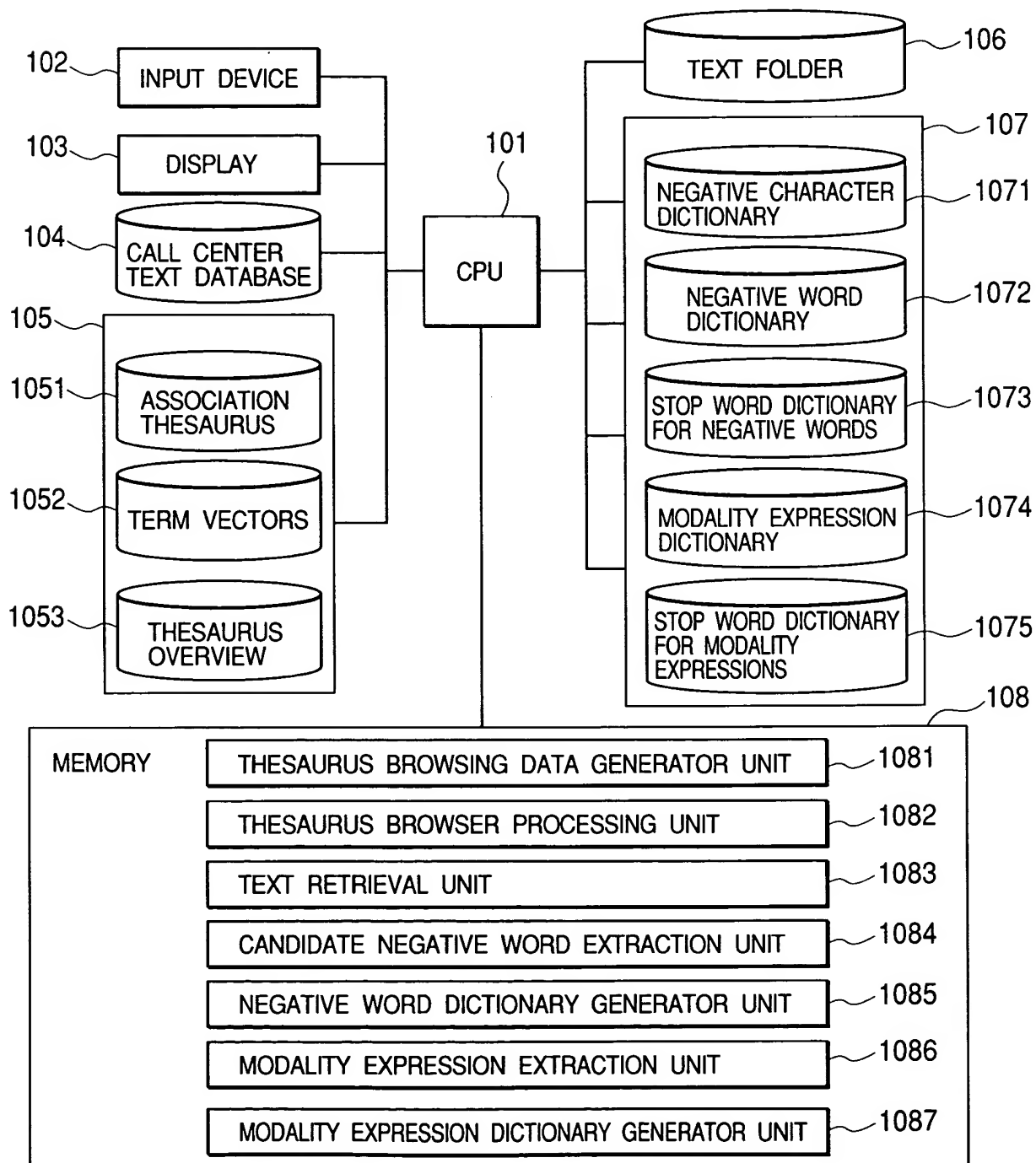


**FIG. 1**

SEE "EXPLANATION OF THE REFERENCE NUMERALS" IN TECHNICAL TERM. doc FOR TRANSLATED TERMS



**FIG. 2**

DATA STRUCTURE OF A CALL  
CENTER'S TEXT DATABASE

1041 CONVERSATION ID	1042 TRANSCRIPTION OF CONVERSATION	1043 FLAG INDICATING RETRIEVED RECORDS	1044 FLAG INDICATING CLASSIFIED RECORDS
1			
2			
3			
4			
5			
6			

**FIG. 3**

## DATA STRUCTURE OF AN ASSOCIATION THESAURUS

#	TERM X	TERM Y	CORRELATION
1			
2			
3			
4			
5			
6			

**FIG. 4**

DATA STRUCTURE OF A TERM VECTOR DATA

#	CONVERSATION ID	KEY TERM LIST
1	1	
2	2	
3	3	
4	4	
5	5	
6	6	

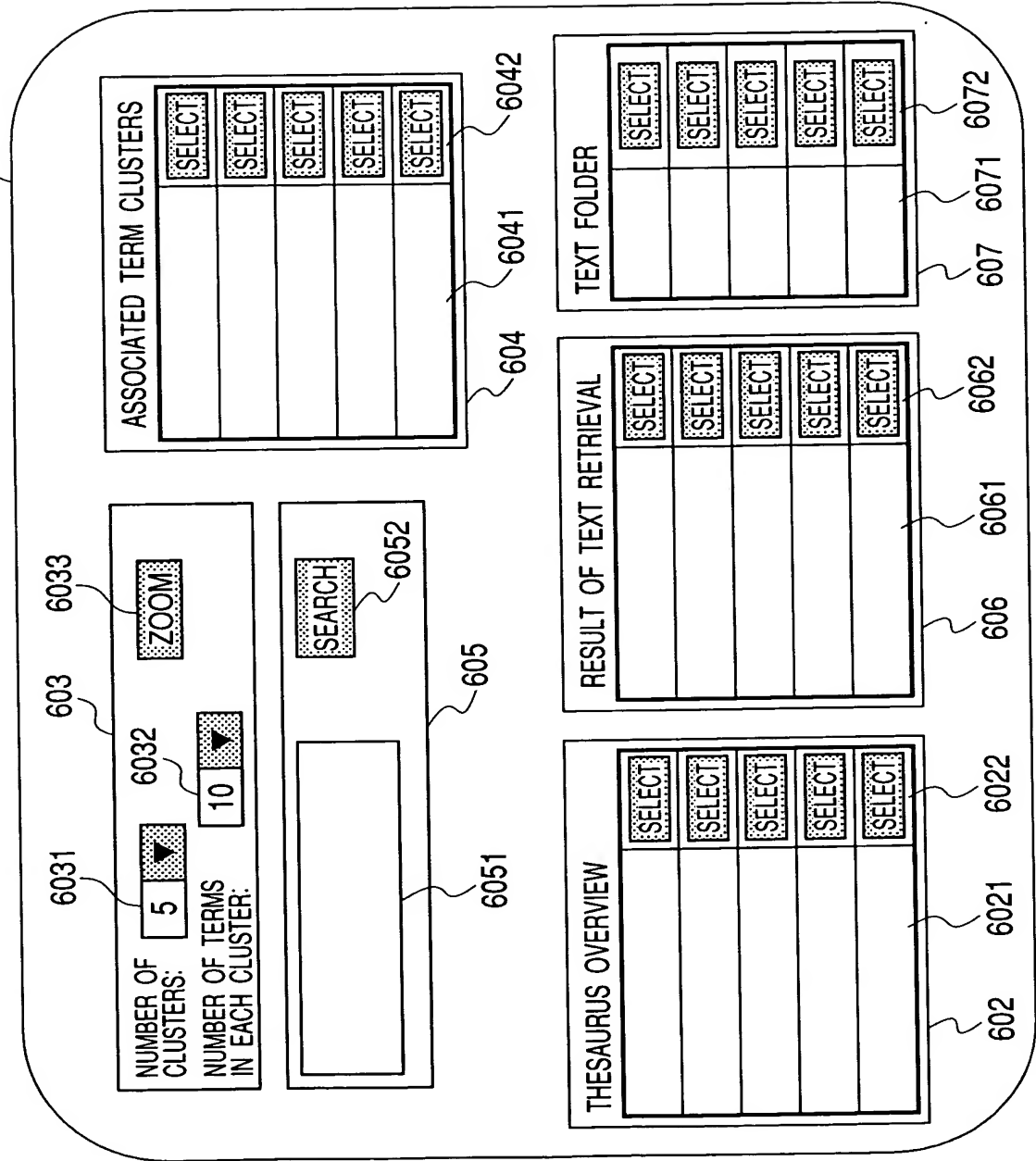
**FIG. 5**

## DATA STRUCTURE OF THESAURUS OVERVIEW

TERM GROUP NUMBER	TERM LIST
1	
2	
3	
4	
5	
6	

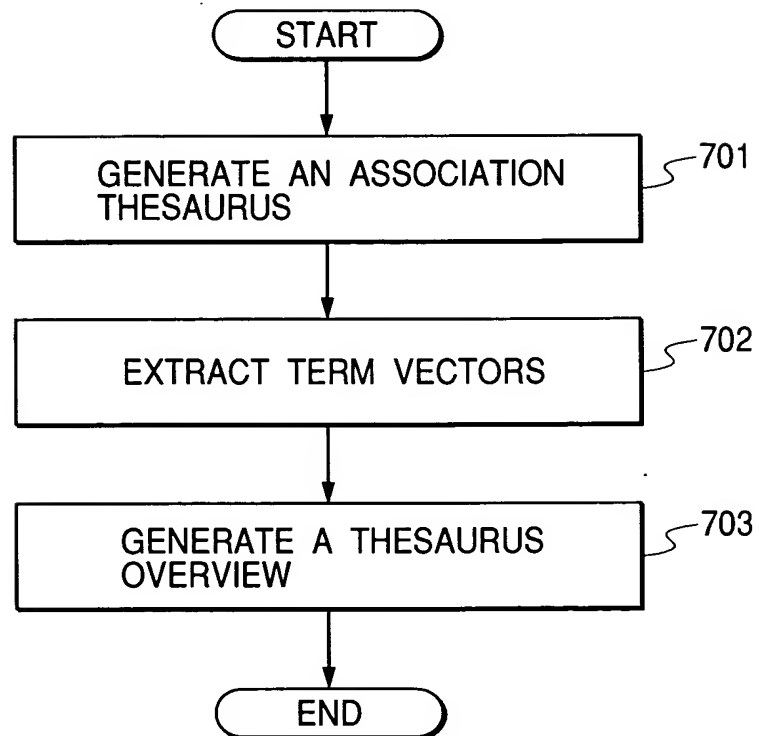
# FIG. 6

## DISPLAY INTERFACE FOR TEXT CLASSIFICATION 601



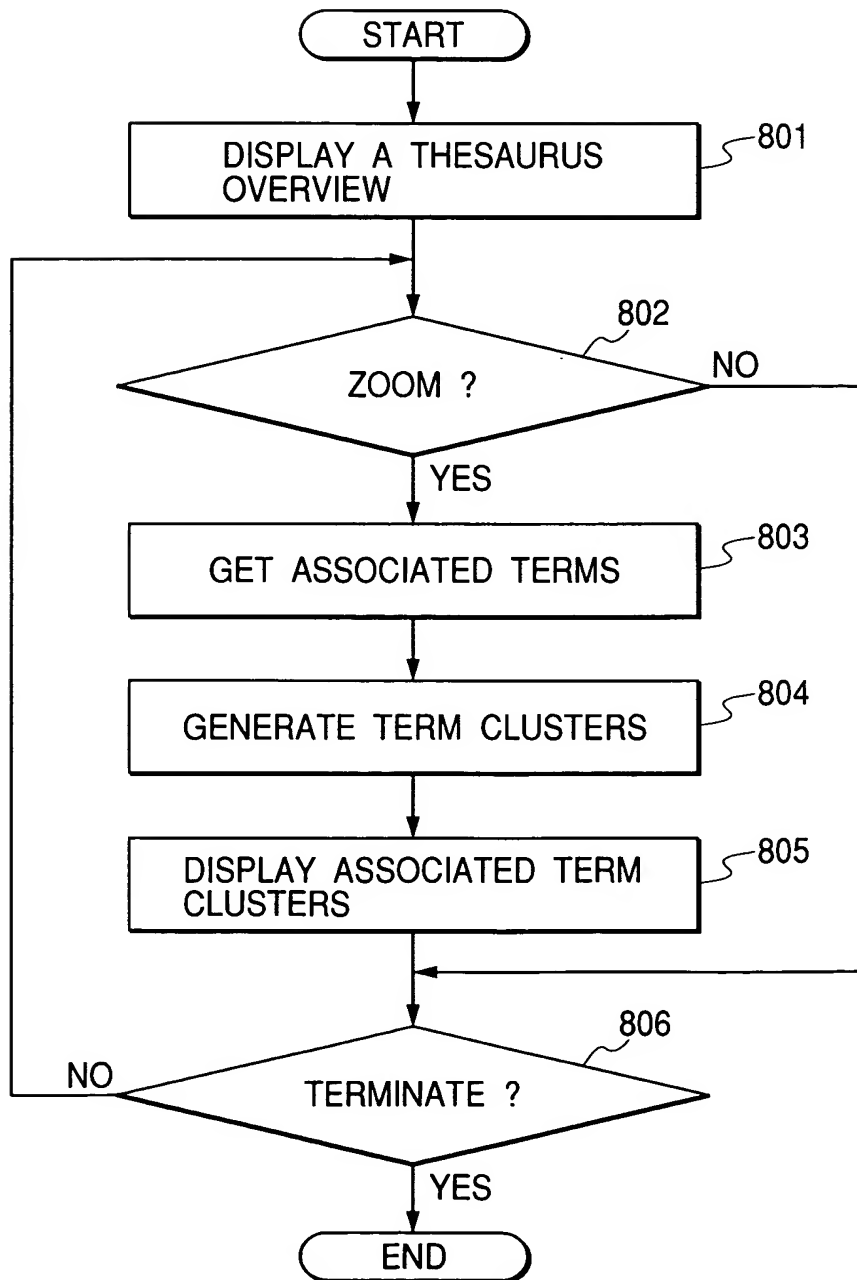
**FIG. 7**

PROCEDURE OF GENERATING  
DATA FOR THESAURUS BROWSING



**FIG. 8**

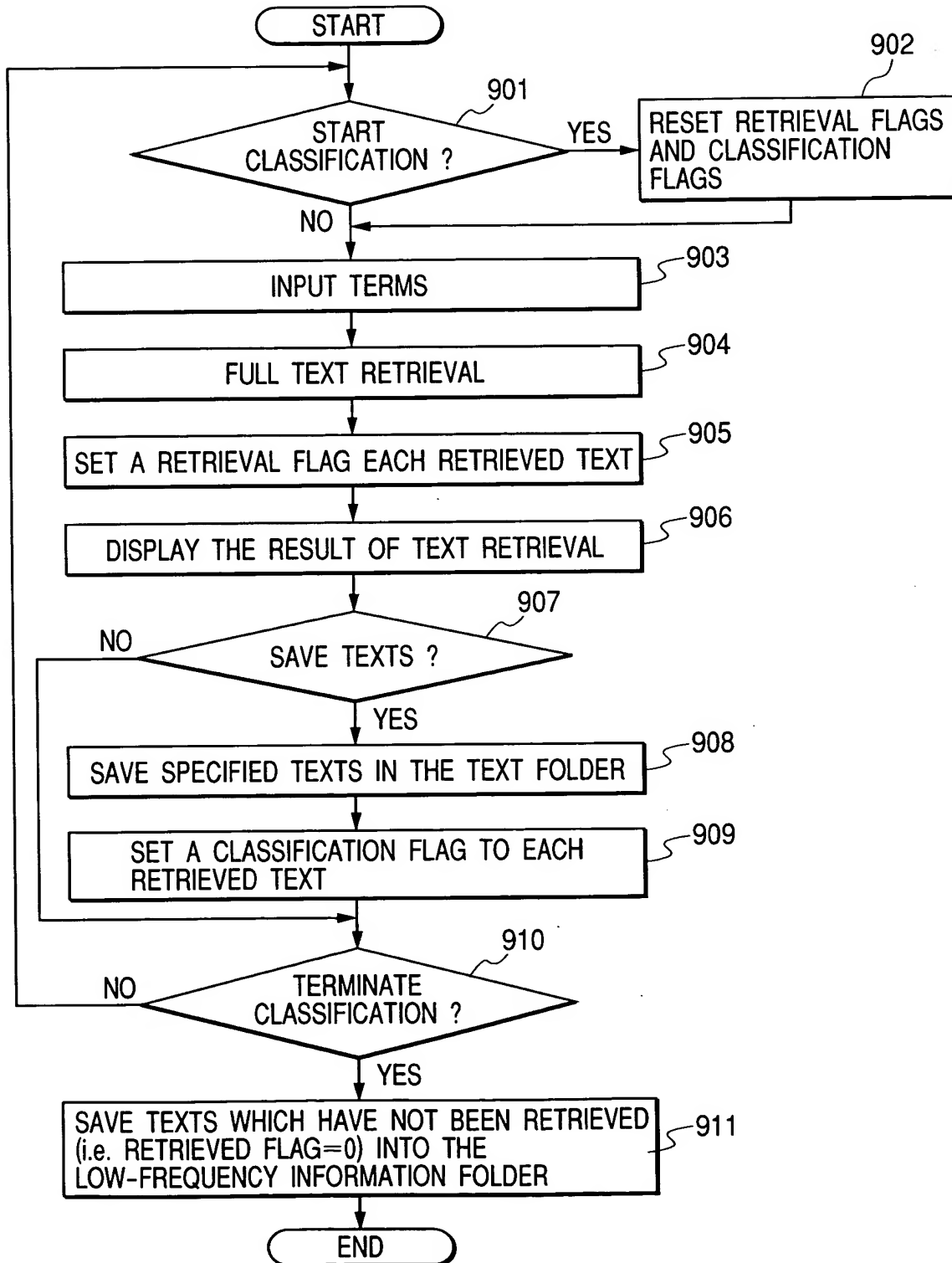
## PROCEDURE OF THESAURUS BROWSING





**FIG. 9**

## PROCEDURE OF TEXT CLASSIFICATION



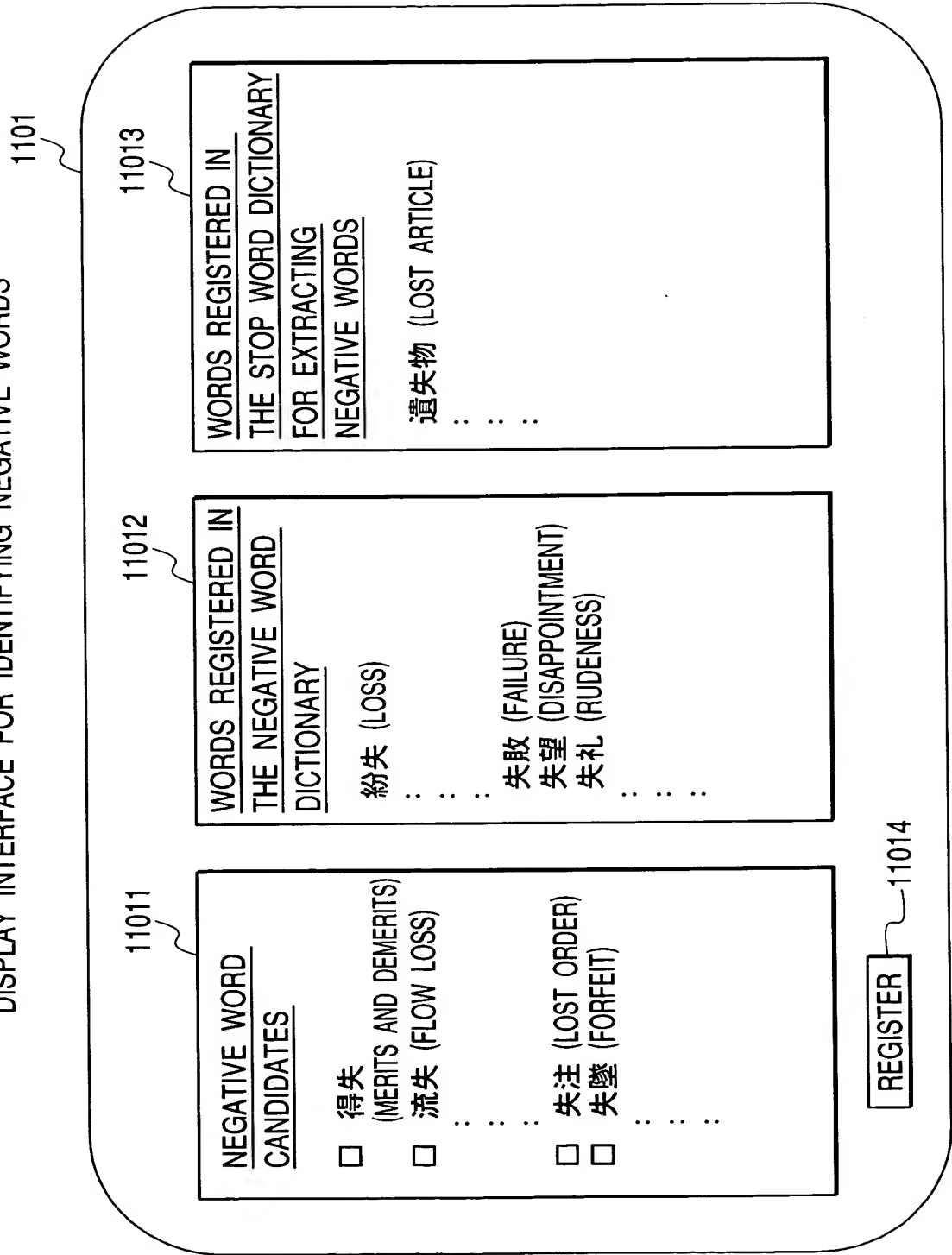
**FIG. 10**

DATA STRUCTURE OF A TEXT FOLDER

FOLDER ID	FOLDER NAME	TEXT ID LIST
1		
2		
3		
4		
5		
6		

# FIG. 11

DISPLAY INTERFACE FOR IDENTIFYING NEGATIVE WORDS



**FIG. 12****DATA STRUCTURE OF NEGATIVE  
CHARACTER DICTIONARY**

ID	NEGATIVE CHARACTER	NEGATIVE LEVEL	NUMBER OF WORDS REGISTERED IN THE NEGATIVE WORD DICTIONARY	NUMBER OF WORDS REGISTERED IN THE STOP WORD DICTIONARY FOR EXTRACTING NEGATIVE WORDS
:				
35	失 (LOSE)	0.8	32	4
:				
42	遅 (SLOW)	0.7	5	0
:				
56	負 (NEGATIVE, SUFFER)	0.6	14	4

**FIG. 13**DATA STRUCTURE OF NEGATIVE  
WORD DICTIONARY

ID	NEGATIVE WORD	NEGATIVE LEVEL
:		
131	紛失 (LOSS)	0.8
132	失敗 (FAILURE)	0.8
133	失望 (DISAPPOINTMENT)	0.8
134	失礼 (RUDENESS)	0.8
:		

FIG. 14

DATA STRUCTURE OF STOP  
WORD DICTIONARY FOR  
EXTRACTING NEGATIVE WORDS

ID	STOP WORD FOR EXTRACTING NEGATIVE WORDS
:	
12	遺失物 (LOST ARTICLE)
:	
45	勝負 (CONTEST)
:	
:	

**FIG. 15****DATA STRUCTURE OF MODALITY  
EXPRESSION DICTIONARY**

ID	MODALITY EXPRESSION	PART OF SPEECH	MODALITY
25	くれないのか (WON'T YOU GIVE...)	AUXILIARY	REQUEST (CRITICISM)
:			
35	そもそも (ORIGINALLY)	ADVERB	CRITICISM
:			
42	なぜ～ないのか (WHY CAN'T YOU...)	AUXILIARY	QUESTION (CRITICISM)
:			
82	欲しい (WANT)	AUXILIARY	REQUEST

**FIG. 16**

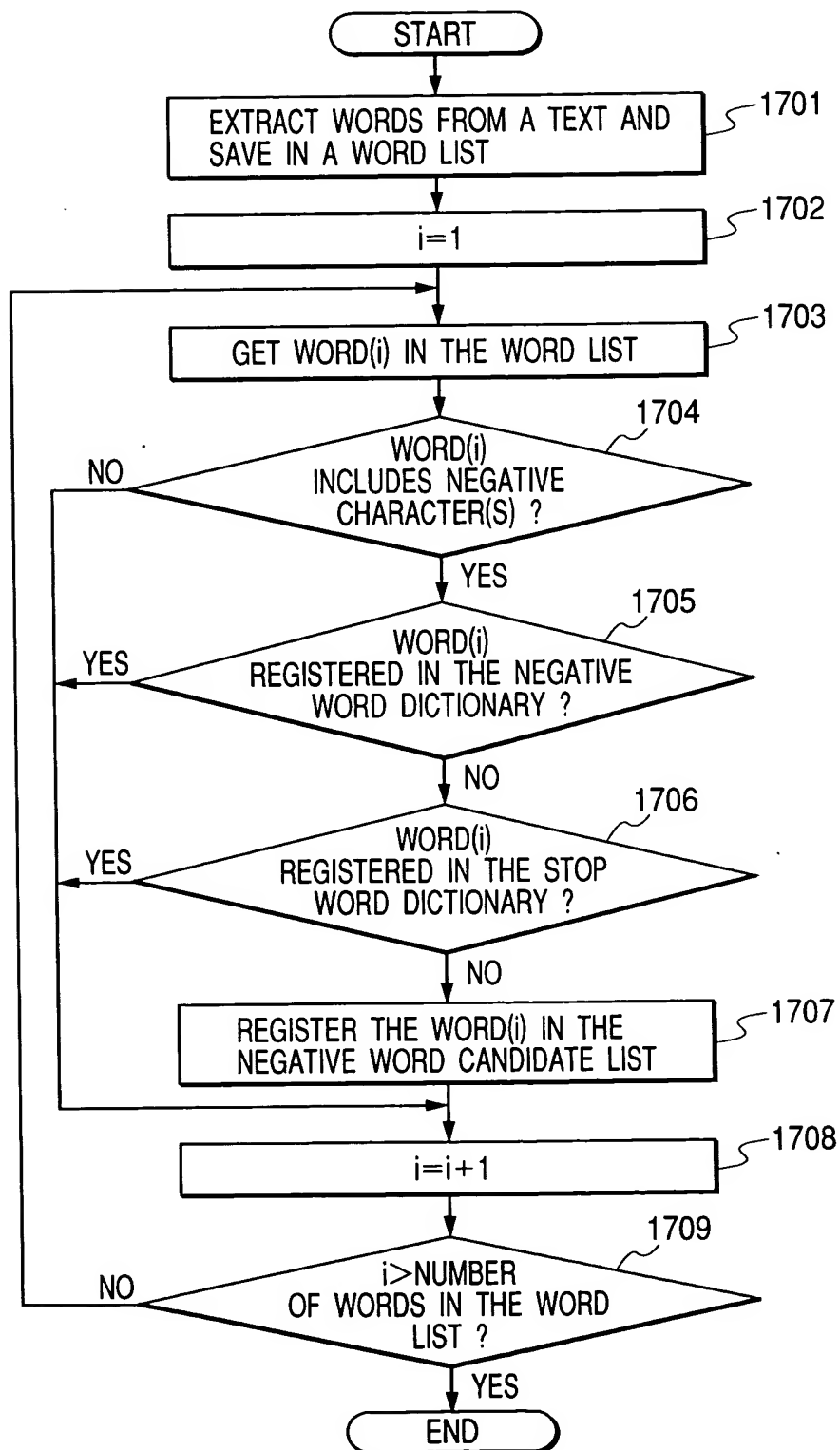
DATA STRUCTURE OF STOP WORD DICTIONARY  
FOR EXTRACTING MODALITY EXPRESSIONS

ID	STOP WORDS FOR EXTRACTING MODALITY EXPRESSIONS	PART OF SPEECH
:		
12	いつも (ALWAYS)	ADVERB
:		
45		
:		
:		



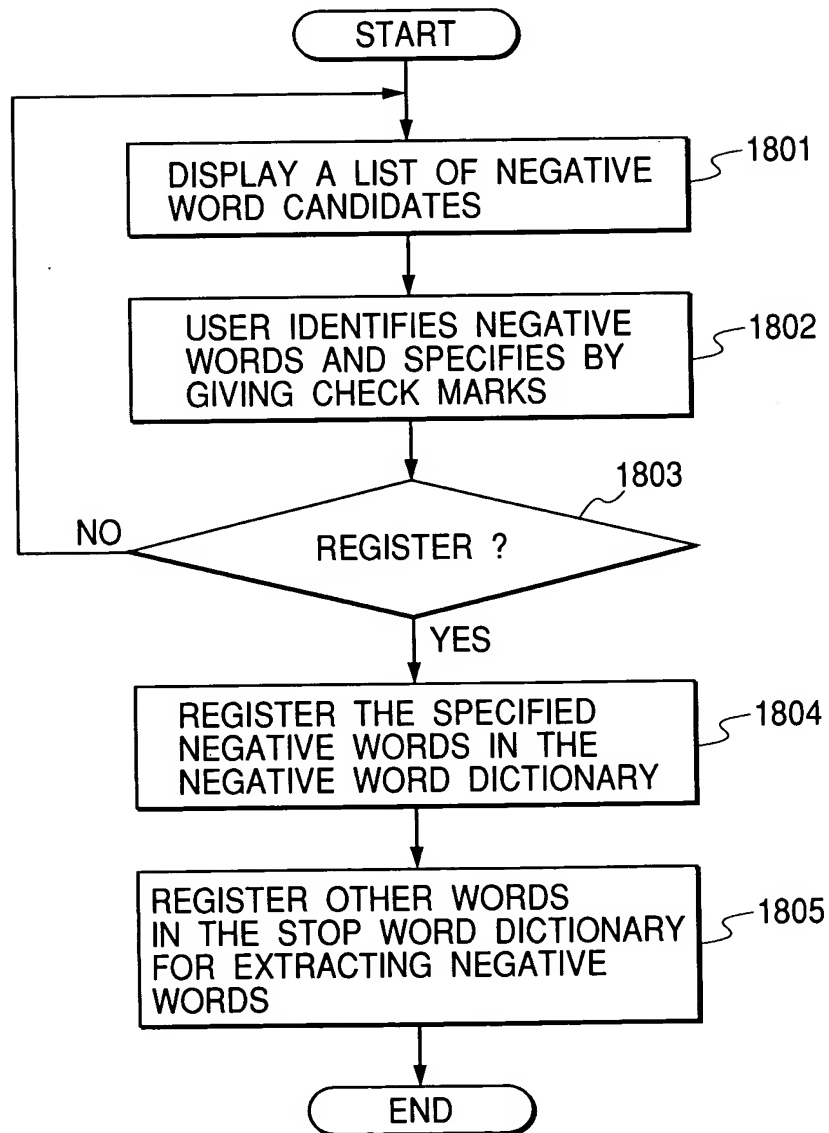
**FIG. 17**

## PROCEDURE OF EXTRACTING NEGATIVE WORD CANDIDATES



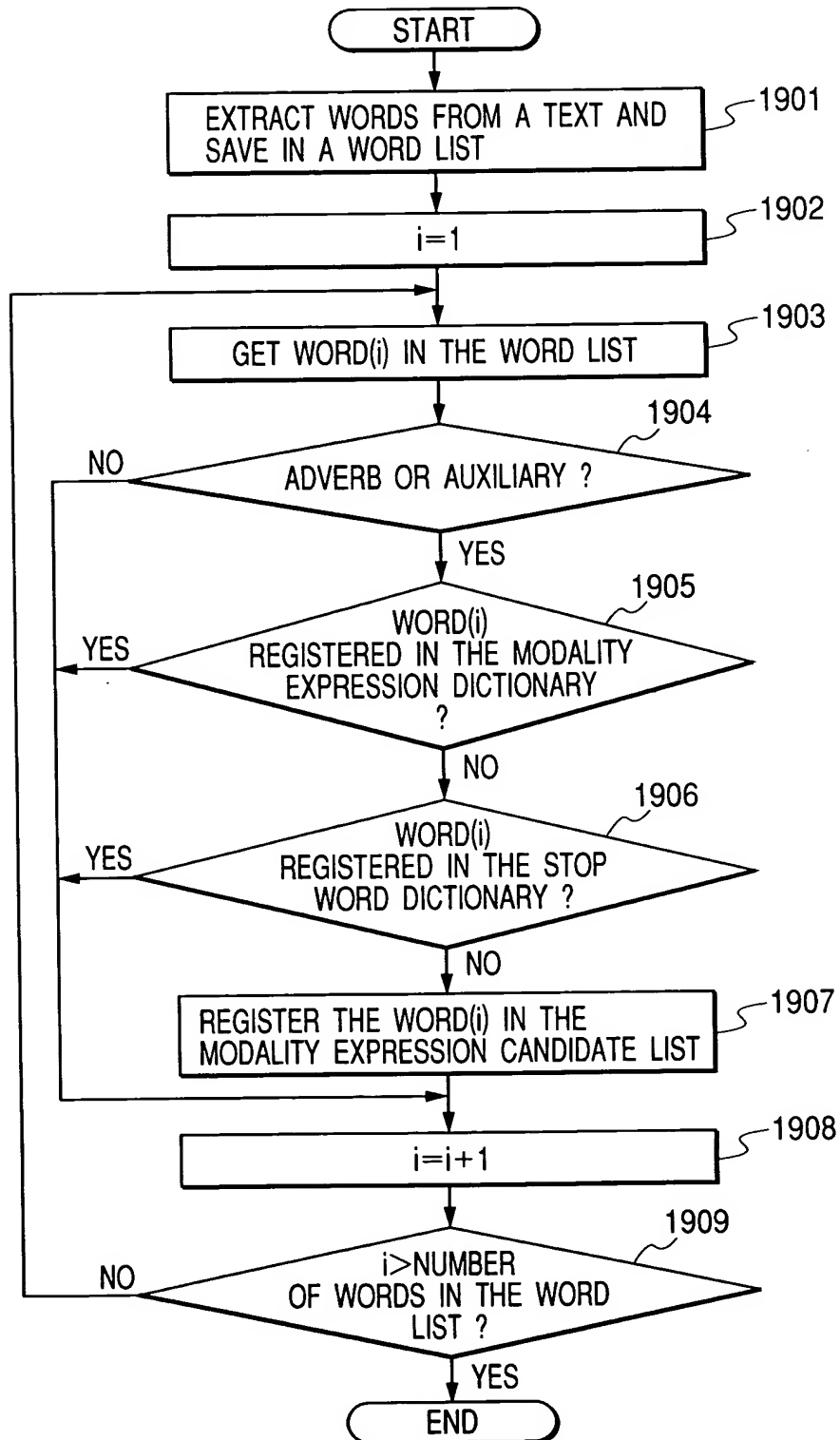
## FIG. 18

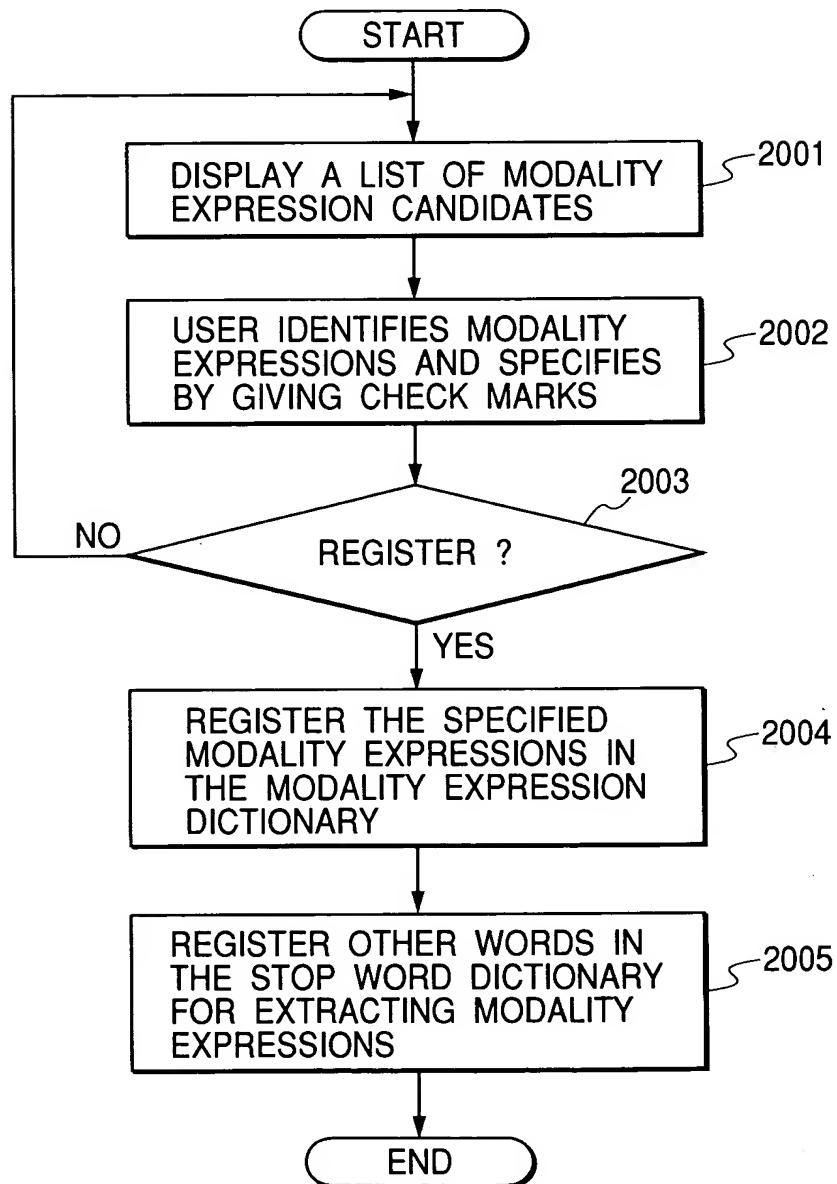
### PROCEDURE OF GENERATING NEGATIVE WORD DICTIONARY



**FIG. 19**

PROCEDURE OF EXTRACTING MODALITY EXPRESSION CANDIDATES



**FIG. 20**PROCEDURE OF GENERATING  
MODALITY EXPRESSION DICTIONARY

## FIG. 21

DATA STORAGE FOR EXTRACTING  
LOW FREQUENCY KNOWLEDGE

